



AIRCRAFT MECHANICS FRATERNAL ASSOCIATION

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What is Just Culture?

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Just Culture is a behavioral-based system that is designed to identify where vulnerability may exist in the event a task or duty has gone awry. To put it simply, this system utilizes a flowchart to determine the most likely cause of what may have led to the outcome of a particular event. Much like a troubleshooting flowchart used by Aircraft Maintenance Technicians (AMTs) when working on aircraft, Just Culture utilizes a series of questions to provide a path for event determination.

The Aviation Safety Action Program (ASAP) Event Review Committee (ERC) consists of three voting members, a representative from AMFA, a representative from the FAA, and a representative from the Company. Within the AMFA-Southwest ASAP ERC, the Just Culture flowchart is used to determine if the reporter had an intentional disregard for safety. The terms “intentional disregard for safety” and “reckless behavior” are interchangeable terms frequently used by the FAA within the Just Culture process.

By utilizing the Just Culture system, any personal feelings or unfair biases are removed from the decision process. ASAP Representatives are trained to collectively use this system and discuss the merits and actions of each component of an event when utilizing the flowchart. The process also examines the procedures for deficiencies and mistakes, i.e., omissions and errors in task cards, manuals, and other job instructions.

There are four possible determinations on an event when using the Just Culture process:

1. No Breach – the reporter did not do anything wrong
2. Human Error – there was a slip, lapse, or mistake
3. At-Risk Behavior – a choice that increases risk, or it is mistakenly believed to be justified
4. Reckless Behavior – a choice to consciously disregard a substantial and unjustifiable risk

If the ERC decision comes to one of the first three determinations, the event is accepted into the ASAP. If the ERC decision is Reckless Behavior, the event is not accepted into the ASAP.

AMFA’s motto is “Safety in the Air Begins with Quality Maintenance on the Ground.” To insure safety, as licensed professionals, we must mitigate risk by making the best safety conscience decisions and by identifying deficiencies, hazards, and ANY unsafe condition.

If you have any questions, please contact your AMFA ASAP ERC Representatives.

In Solidarity,

Scott King
National Safety & Standards Director